

California Public Utilities Commission

Work Plan 2005

January 2005

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Introduction

This Work Plan generally describes the work the California Public Utilities Commission (CPUC) expects to accomplish during 2005. It is provided pursuant to Public Utilities (PU) Code §321.6 and §321.7 and is intended to provide the Governor, Legislature, and public with the highlights of the work the CPUC will undertake this year. It describes CPUC's objectives and priorities, and identifies the key issues the CPUC will focus on during 2005 to achieve its goals and satisfy legislative requirements.

Access to background information on the CPUC and current information about the CPUC formal proceedings, its daily calendar of proceedings, meetings, decisions, programs, and public participation hearings, and how the public can arrange through the CPUC Public Advisor's Office to participate in proceedings is available on the CPUC Internet website: <http://www.cpuc.ca.gov/>. A list of current and anticipated formal proceedings of broad public interest is provided as an attachment to this document.

Criteria for Determining Regulatory Priorities

The CPUC's fundamental objective is to assure fair and reasonable utility prices, and safe, reliable, high quality essential services. CPUC actions are driven by the belief that the provision of reliable and reasonably priced utility services is essential to the health of the California economy, the health and well being of the population, and a high quality of life for all Californians. Within this objective, the CPUC allocates its staff resources for decision making in accordance with a stated set of priorities established by the President.¹ When establishing its priorities and objectives the CPUC considers:

Law – the CPUC sets priorities to assure compliance with and enforcement of the law; where needed, the CPUC may advocate changes in the law.

Interests of the Public – the CPUC puts the interests of the public at large and the State of California ahead of any single entity or constituency consistent with statute.

Dollars at stake – the CPUC sets priorities considering the amount of money at stake and its impacts on consumers and the state's economy.

Vulnerability of target groups – the CPUC places a higher priority on promoting the interests of the public, the State of California and consumers than on arbitrating disputes between regulated service providers; the CPUC addresses issues affecting captive consumers ahead of consumers of services available from a variety of providers, and considers the needs of consumers who are most vulnerable ahead of those who are more sophisticated.

¹ PU Code section 305 assigns this responsibility.
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Number affected – the CPUC sets priorities considering the number of consumers and businesses affected.

Importance of the service, product or policy – in setting priorities, the CPUC considers the importance of the service, product or policy to the welfare of the state and its consumers; generally, the CPUC addresses issues related to essential services (i.e. basic telephone service) ahead of nonessential services (i.e. repeat dialing service).

Degree of monopoly characteristics present – the CPUC addresses problems with industries and services with monopoly characteristics ahead of those that have some degree of competitive characteristics.

“Bang for the Buck” – because the CPUC does not have the resources to address every issue, the CPUC must set priorities by evaluating the relative costs and benefits of acting or not acting.

“Promote Regulatory Certainty” –The CPUC addresses issues and coordinates activities to assure regulatory certainty whenever possible, and to provide greater clarity on priorities and positions where it is most needed.

In allocating its staff to various activities, the CPUC considers opportunities for interagency collaboration and planning to ensure that resources are allocated effectively and redundancies eliminated. In 2004 the CPUC began collaboration at an unprecedented level with several state agencies. This coordination and collaboration has allowed for more efficient use of resources and expertise and has contributed to more effective decision making on all fronts. This collaboration will continue in 2005 and beyond. Even with these efficiencies leveraged, the CPUC must consider attrition, budget cuts, and hiring freezes, which impact the CPUC personnel and limit the CPUC's ability to do its job well. In fiscal year 2001-02 the CPUC had 969 authorized positions. This year the total number of authorized positions is 846.

ENERGY

The CPUC will continue its efforts to ensure California's investor-owned utilities (IOUs) supply energy to California's growing economy in an efficient, cost-effective, reliable, safe, and environmentally sound manner. The CPUC also ensures that the Direct Access Energy Service Providers provide adequate resources to their customers consistent with the CPUC's resource adequacy requirement for all load-serving entities. These efforts will be undertaken with collaboration and cooperation from state and federal agencies with energy responsibilities: the Energy Resources Conservation and Development Commission (CEC), the California Independent System Operator (ISO), and the Federal Energy Regulatory Commission (FERC). The CPUC will continue its participation in developing an ISO market design that fits closely with CPUC proceeding addressing, for instance, resource adequacy, and transmission planning.

The *Energy Action Plan*² (the first EAP), and the second EAP already underway, demonstrate the CPUC's commitment to collaborate on key energy actions, as reflected in this work plan. The CPUC will also represent the people of California before the ISO, the FERC, and the courts.³ Key issues being litigated before FERC and/or the U.S. Court of Appeals this year include ISO Market Design, the El Paso Natural Gas Company pipeline rate case, refunds arising from the Energy Crisis of 2000-2001, modification or termination of the long-term contracts entered into during the Energy Crisis and jurisdiction over Liquefied Natural Gas (LNG) facilities in California.

ELECTRICITY

The CPUC regulates privately-owned electric utilities, which serve about 80% of the load in California. In 2005, the CPUC will continue to focus on recovering from the energy crisis of 2000-2001, resolving the remaining issues related to the crisis, and preventing a similar event from happening in the future. The CPUC is committed to enhancing reliability of the state's electric service through implementing the goals of the EAP and will:

- Continue to develop a comprehensive and integrated system of procurement for California consumers;
- Ensure that rates are just and reasonable; and
- Ensure development and maintenance of infrastructure for reliable, safe, affordable, and environmentally sensitive service.

The CPUC will continue to develop a comprehensive and integrated system of procurement for California utilities

The CPUC must ensure that the utilities adhere to their duty to serve all customers within their franchised service territories and to provide safe and reliable service at all times. Reliable electric service is of vital importance to the health and welfare of all Californians. To this end, the CPUC has adopted a framework under which the utilities will plan for and obtain the energy resources and investments necessary to make sure that California consumers receive reliable service at low and stable prices. These actions are necessary to ensure the utilities are well prepared to meet the electricity needs of California customers in summer 2005 and beyond. This will require a comprehensive and an integrated approach toward resource planning, taking advantage of the variety of resource options that are available to the utilities and balancing among many competing needs and policies. The CPUC will coordinate and integrate the energy procurement proceeding (R.0404003) with legislative and Commission efforts including

² In May 2003, the CPUC adopted the Energy Action Plan for California that was proposed by a subcommittee of the PUC, the CPA, and the CEC. The plan established shared goals and proposed specific actions to ensure that adequate, reliable, and reasonably priced electrical power and natural gas supplies are achieved and provided through policies, strategies, and actions that are cost-effective and environmentally sound for California's consumers and taxpayers.

³ The CPUC is designated in statute as the state's representative at FERC and works closely with the state's Electricity Oversight Board on subjects the Board has authority to address.

Community Choice Aggregation⁴ (CCA), Demand Response⁵ (DR), Distributed Generation⁶ (DG), Energy Efficiency⁷ (EE), Avoided Costs⁸, the Renewable Portfolio Standard⁹ (RPS), Transmission Assessment¹⁰, and Transmission Planning¹¹.

In 2004, the CPUC established this framework for resource adequacy and reliability through decisions adopting the utilities' long-term procurement plans, and establishing guidelines for all-source solicitations.

In 2005, the CPUC will:

- fulfill the Summer 2005 Action Plan: In the fall of 2004, the CPUC along with the EAP agencies and the CAISO, and other parts of the state government, made a joint assessment of the electricity situation for summer 2005 and presented a series of actions to be taken to ensure adequate electricity supplies. The CPUC will continue to take necessary steps to maintain reliability statewide and independently in Northern and Southern California during the summer of 2005.
- resolve outstanding issues for resource adequacy, establish implementation details for acquiring resources, and establish reporting requirements for compliance with the resource adequacy requirements;
- develop a procurement incentive mechanism;
- develop a long-term policy for expiring contracts with electricity generators that use renewable resources or cogeneration on site (Qualifying Facilities, (QFs));
- review the current short-run avoided cost pricing methodology applicable to certain utility purchases from QFs.
- continue to work cooperatively with other State agencies in setting electric procurement policies and requirements for load-serving entities in California. For example, the CPUC will work to integrate the activities of its long-term resource planning process with the CEC's Integrated Energy Policy Report (IEPR) process;
- begin to consider integration of renewables procurement with general procurement.

Integration of renewable sources of energy will continue

The CPUC will continue to implement the Renewable Portfolio Standard (RPS) program established in Senate Bill (SB) 1078 (Ch. 516, 2002 (Sher)). The purpose of the program is to ensure that 20% of electric retails sales will be served by renewable generation by 2010. During phase 2 the CPUC will determine how small and multi-jurisdictional electric utilities, electric service providers, and Community Choice Aggregators will participate in the RPS program. In addition, the CPUC will refine the Market Price Referent methodology; determine how Distributed Generation Renewable Energy Credits (RECs) should be credited to meeting RPS requirements; approve the

⁴ R.03-10-003

⁵ R.02-06-001

⁶ R.04-03-017

⁷ R.01-08-028

⁸ R.04-04-025

⁹ R.04-04-026

¹⁰ R.04-01-026

¹¹ R.00-01-001

utilities' 2005 RPS procurement plans and Requests for Offers; and complete the review and approval of contracts from California's first RPS solicitation, issued in the summer of 2004. Further, the CPUC will consider and initiate activities supportive of the Governor's Million Solar Roofs Initiative announced in October.

In June 2004, the CPUC requested that its regulated energy utilities address key issues pertaining to climate change as part of their long-term energy procurement planning. This includes internal planning and measurement of greenhouse gases (GHGs), an assessment of the utilities' current GHG emissions profile, and any steps the utilities have taken to minimize the release of these gasses. Building on this information and on the substantial input from interested stakeholders, the Commission took two significant steps, when it adopted its Procurement Order, in December 2004:

- The IOUs are now required to employ a "greenhouse gas adder" when evaluating competitive bids to supply energy. This adder is designed to capture the financial risk to IOU ratepayers of emitting GHGs, recognizing the likelihood that these emissions will be limited by regulation in the future. The adder will have the effect of improving the cost-effectiveness of energy efficiency and renewable generation resources.
- The Commission is now investigating, as part of a general framework of incentives to promote the selection of environmentally sensitive energy resources, the creation of a "carbon cap" to be applied to each IOU's resource portfolio.

Energy efficiency and conservation procurement will continue

In 2004, the CPUC continued to pursue energy efficiency and conservation efforts consistent with the EAP. More specifically, the CPUC translated the EAP's directive to reduce energy consumption per capita into explicit, numerical goals for electric and natural gas savings for California's four largest investor-owned utilities, re-examined long-term administration of energy efficiency programs, required utilities to include energy efficiency as part of their integrated energy procurement portfolio with a concomitant increase in funding for utility programs, approved 2004-2005 programs using criteria consistent with the EAP objectives, and examined ways to incorporate the protocols and information collected by the Climate Change Registry into its energy efficiency proceeding.

In the first quarter of 2005, the CPUC will decide on a long-term administrative structure for energy efficiency programs, which may include utility or non-utility entities in the role of program administrator(s). Soon thereafter the CPUC will embark on a series of activities critical to the design and development of energy efficiency programs for 2006 and beyond. The CPUC will revisit the policy rules governing energy efficiency programs and develop evaluation, measurement, and verification protocols to ensure that energy savings from energy efficiency programs are properly measured and accounted for. Furthermore, the CPUC will consider and initiate activities supportive of the Governor's Green Buildings Executive Order issued on December 15, 2004.

The CPUC will continue to implement community choice aggregation

Assembly Bill (AB) 117 (Ch.838, 2002 (Migden)) provides a new opportunity for non-utility electric procurement. This law permits cities and counties to purchase and sell electricity on behalf of utility customers in their jurisdictions after they have registered with the Commission as Community Choice Aggregators (CCAs). In Phase 1 of its CCA proceeding, the CPUC set a cost responsibility surcharge so CCA pay their "fair share" of procurement costs as required by the law. Phase 2 of the proceeding will commence in 2005 and the Commission will continue to establish the utility requirements and responsibilities to support the program.

Aggressive steps to promote demand response will continue

Improved demand response was a key component of the Energy Action Plan. After two years of experimental program, the Commission will be considering several additional aspects of demand response in 2005, including:

- Programs for Summer 2005- The CPUC will consider new default tariffs for customers over 200 kW in load. These tariffs are designed to provide a day-ahead signal for customers to move their load off critical peak periods during the summer of 2005.
- Cost-Benefit Review- The CPUC will review cost-benefit scenarios prepared by the utilities for the deployment of advanced telecommunications and metering infrastructure.

Update avoided cost methodology

In 2005 the CPUC will continue its review of the pricing methodologies applicable to private producers of electricity with QF status. In addition to reevaluating the current short-run avoided cost pricing methodology to ensure that the utilities' QF purchases result in just and reasonable rates, the CPUC will review the various methodologies, input assumptions and updating procedures used in calculating and forecasting utility avoided costs in general with a goal of developing a common methodology and consistent set of assumptions that can be used in the various CPUC proceedings that rely on utility avoided cost calculations, such as energy efficiency, distributed generation, demand response, as well as QF pricing.

Rates must be just and reasonable

In 2004, the CPUC completed its review of the revenue needs of San Diego Gas & Electric Company (SDG&E), Southern California Gas Company (SoCalGas), Southern California Edison (SCE), and Pacific Gas and Electric Company (PG&E) in Phase 1 of their General Rate Case applications (GRCs).¹² GRCs, which include comprehensive examination of utility operations, are the main vehicle the CPUC uses to establish new revenue requirements and establish rates for the services delivered by the utilities.

¹² The Commission approved PG&E's Phase 1 revenue requirement for 2003 test year revenue requirement of approximately \$2.493 billion for electric distribution, \$927 million for gas distribution, and \$912 million for generation on May 27, 2004, by D.04-05-055. SCE's Phase 1 revenue requirement of \$2.814 billion for the 2003 test year was approved by the Commission on July 16, 2004, by D.04-02-022. The Commission authorized SoCalGas to collect \$1,457,008 in natural gas distribution revenues for Test Year 2004 and authorized SDG&E \$754,763 in electric distribution revenues and \$204,721 in natural gas distribution revenues for Test Year 2004 on December 2, 2004 by D.04-12-015.

The initial phase of a GRC determines the costs imposed on the utility (the “revenue requirement”) when it provides the services required by the ratepayers. In Phase 2, the CPUC will allocate this revenue requirement across the various ratepayer classes, and “design” rates that are just and reasonable for these classes. Customer classes include residential, commercial, industrial, and agricultural categories, for example. These proceedings examine marginal costs for utilities to serve individual customer groups, allocate the utility’s costs to these customer classes, and establish tariffs to collect those costs. In 2005, the CPUC is expected to implement cost allocations and design new rates in PG&E’s and SCE’s Phase 2 GRCs.¹³

In 2004, the Commission brought rate relief to electric customers in the form of both refunds and lowered revenue requirements totaling over \$1 billion for customers of PG&E, SCE, and SDG&E. These monies were the result of a surplus generated by the Department of Water Resources during 2003 for purchased electricity on behalf of the major utilities. The Commission also continued to offer lowered retail electric rates for customers of SCE in 2004. The Commission lowered retail electric rates for customers of SCE by a total of \$1.25 billion per year¹⁴, a system average reduction of nearly 13%. Similarly, the Commission expeditiously adopted a rate design settlement that implemented an overall rate reduction of \$799 million for customers of PG&E¹⁵ over the past year. The rate design settlement provided rate reductions to PG&E’s customers resulting from the resolution of certain PG&E bankruptcy issues.

In 2005, the Commission will decide on PG&E’s and SCE’s application to offer economic development rates to aid certain large commercial customers with a demand of at least 200 kW. The utilities propose to offer reduced rates to large customers that meet certain eligibility criteria in the form of a discount beginning at 25 per cent of the eligible customers’ bill, and declining 5 percent each year over a 5-year term. As proposed by the utilities, to be eligible for the economic development rate the customer must demonstrate that without incentives, they would not start, expand, or retain operations in California. The utilities argue that such incentives would improve the state’s business climate and reduce the high-cost issues facing California’s companies.

In addition to paying rates to support utility revenue requirements, utility customers pay a bond charge and a power charge on their electric bills to cover the cost of the Department of Water Resources’ (DWR) bonds and operating costs. The utilities collect and remit the proceeds from the bond charge to DWR. The DWR is statutorily required to file with the CPUC the costs of its bonds and operations. Upon review of these costs,

¹³ On November 10, 2004 SCE and the active parties to SCE’s Phase 2 GRC filed a settlement with the CPUC that attempts to resolve all outstanding issues regarding marginal costs, revenue allocation, and rate design. The scoping memo in A.04-06-024 (PG&E Phase 2 GRC) adopts a procedural schedule that envisions a decision by December, 2005.

¹⁴ The Commission approved D.03-07-029, which approved a settlement lowering SCE’s retail electric rates by \$1.25 billion on July 10, 2003.

¹⁵ The Commission approved D.04-02-062, which lowered PG&E’s rates by \$799 million, on February 26, 2004.

the CPUC establishes the bond charge and the power charge to be borne by each of the utilities' customers. The Commission is currently in the process to allocate DWR's filing of their 2005 request. We anticipate that we will receive DWR's 2006 revenue requirement request by August of 2005.

Interagency coordination of transmission planning efforts will continue

The identification and development of additional needed transmission infrastructure in California is a key component of utility long-term procurement plans. California's businesses and growing economy depend on a transmission grid that is safe, reliable, secure, that allows for efficient delivery of electricity at all times, and prevents the exercise of market power. California's policy objective of increasing the amount of renewable generation in the state is highly dependent on sufficient transmission infrastructure. California's dynamic economy also requires that its transmission grid respond appropriately as the state's population grows and shifts, and as its industries continue to develop.

Numerous transmission projects were approved in 2004, which will add a total of 12,000MW of capacity to the grid. With input from the CEC, the CAISO, and stakeholders, the CPUC will continue in 2005 to identify and prioritize review of the potential transmission construction projects to alleviate transmission constraints that are costly and impede the reliable and efficient operation of the system. Currently, the CPUC is reviewing 123 transmission projects throughout the state to mitigate local constraints and secure a more efficient and reliable transmission grid in California. Major transmission projects under review in 2005 are:

- Antelope-Pardee 500kv Transmission Line;
- Otay-Mesa 230kv Transmission Line; and the
- Devers-Palo Verde 500kv Transmission Line

The CPUC, together with the CEC and CAISO, recognize that California must improve its transmission planning and siting process to ensure that it is efficient and results in the timely addition of needed transmission infrastructure. To achieve this end, the CPUC will collaborate with the CEC and CAISO in 2005 to seek to propose a single electricity supply planning process for California that fully coordinates the individual proceedings of the three entities. The CPUC's long-term procurement process and its Certificate of Public Convenience and Necessity (CPCN) process will be important components of this new, single electricity supply planning process for California. The CPUC has embarked on this process and will be working collaboratively with the CEC and the ISO on a proposal that will seek to integrate planning, procurement and monitoring activities to ensure all load serving entities acquire the resources necessary to assure reliable electricity service.

Existing and newly constructed infrastructure must be safe for the public, utilities, and their employees

The CPUC takes its utility safety mandate seriously and endeavors to perform its inspection and investigative responsibilities in a manner that ensures that all utilities maintain and develop their facilities in a safe, reliable and environmentally sound manner. In 2005, the CPUC will perform quality review inspections of the utilities' own safety compliance efforts. CPUC expects to place more responsibility on the utilities and their employees in maintaining and developing their systems to ensure safe and reliable operations while retaining the CPUC's overall safety oversight function.

In 2005, the CPUC will complete the redesign of its approach to safety oversight of the electric utilities' distribution and transmission systems. The oversight will no longer concentrate solely on the reactive activity of measuring the utilities' compliance with our General Orders. The CPUC will continue to inspect for such compliance, but will focus considerable effort on achieving a more appropriate balance of proactive and responsive inspection and investigative activities that prevent accidents and deaths. Developing a broader understanding of the safety and reliability cultures and program elements of each of the utilities is fundamental to this change. 2005 is also the year that the CPUC begins enforcement of the Operations and Maintenance standards for Generating Facilities. The standards were developed in response to SB X2 39 (Ch. 19, 2002, (Burton)) to ensure that California's electric generation facilities are operated and maintained effectively, appropriately and efficiently. The CPUC's rules were developed after considerable input from all stakeholders, including the industry. The CPUC will begin conducting audits of these facilities in 2005.

NATURAL GAS

To ensure California customers receive a safe and reliable supply of natural gas, the CPUC examines the adequacy of the utilities' natural gas infrastructure, as well as the supply of natural gas. The CPUC also ensures that the utilities charge reasonable gas rates, and seeks ways to mitigate high and volatile natural gas prices. The CPUC has the following primary objectives in the natural gas sector:

- Evaluate the utilities' supply and infrastructure needs;
- Ensure reasonable natural gas rates; and
- Pursue energy efficiency measures.

The CPUC will examine the utilities' supply and infrastructure needs

In order to ensure reliable gas service adequate supplies must exist, and sufficient pipeline capacity must be available to deliver the gas to customers. Shortages of supplies or inadequate infrastructure will hamper the quality and reliability of service, and will result in high prices. Adequate infrastructure allows access to multiple suppliers, enabling the utilities to obtain the lowest-priced gas supplies for its customers.

The CPUC issued a rulemaking in April, 2004, to establish policies to ensure reliable, long-term supplies of natural gas. In 2005, the CPUC will continue its comprehensive review of the utilities' roles and procurement responsibilities to ensure that there is sufficient infrastructure and long-term supply of natural gas to meet California's future needs. Among the key issues the CPUC will examine in 2005 are utility proposals to obtain interstate pipeline capacity to major natural gas production areas and the feasibility of requiring the utilities to maintain emergency reserves of natural gas to prevent shortages. A number of companies have proposed to build LNG facilities in California. The CPUC is working jointly with the CEC on assessment of the issues related to LNG as a viable new source of supply and other related issues such as permitting, siting, safety, and environmental concerns. The CPUC will continue to work collaboratively with other state agencies to ensure that the potential public safety and environmental impacts of the proposed LNG facilities are identified and addressed in the evaluation of each LNG project. An important step in this process will be a joint workshop with the CEC on quality standards for imported LNG supplies to address the gas quality issues that have been raised in both the CPUC's Natural Gas Rulemaking and CEC's 2003 IEPR.

In 2005, the CPUC will consider an application to allow non-core customers of SoCalGas and SDG&E greater access to natural gas supply sources. A key aspect of the application is the proposed transmission rate integration of both utilities' systems. Following this integration, the utilities would allow non-core customers to obtain firm access rights on the transmission pipeline system to reliably schedule the delivery of natural gas supplies. The CPUC will also assess the impact of the proposal on the utilities' rates. Non-core customers consume substantial quantities of natural gas and are responsible for procuring their own gas supplies. Typical non-core customers are commercial, industrial and electric generation customers.

The CPUC will ensure natural gas rates are just and reasonable

The CPUC will conclude its review of Phase 2 of the SoCalGas / SDG&E Cost of Service Proceeding (A. 02-12-027, 028) in 2005. In this phase of the proceeding, the CPUC will determine whether each utility shall continue on an earnings sharing mechanism, referred to as Performance Based Ratemaking (PBR), and if so, how that mechanism will be structured. Factors considered in Performance Based Ratemaking are adjustments during the term of the Cost of Service for escalation and productivity, as well as performance indicators for employee safety, customer satisfaction and service, and in the case of electricity, reliability. Another major proceeding for 2005 is PG&E's Biennial Cost Allocation proceeding (A.04-07-044). The purpose of the BCAP is to adopt a new forecast of natural gas demand used for setting rates and to determine how PG&E will recover its gas distribution costs from its core and non-core customers.

The CPUC will continue to pursue energy efficiency

In 2004, the CPUC approved \$20 million of additional funding for natural gas energy efficiency programs in the service areas of PG&E, SDG&E and SoCal Gas to further pursue improved gas supply reliability (D.04-12-019). In 2005 the CPUC will allocate this additional funding to cost-effective utility and non-utility energy efficiency programs. In addition, the CPUC will decide on the administrative structure for energy efficiency programs, decide on the design of programs, and revisit the evaluation, measurement, and verification protocols for energy efficiency programs.

TELECOMMUNICATIONS

CPUC's fundamental priorities in the telecommunication sector are to:

- Maintain appropriate policy and regulatory treatment for carriers, competitive use of the network, and facilitate the deployment of advanced telecommunication services;
- Facilitate the deployment of new information technologies and services vital to California's future;
- Strengthen customer protection and empower consumers against fraud;
- Maintain and improve consumer access to high quality telecommunication services at fair terms, including universal service programs; and
- Process carrier filings and certifications.

Maintain appropriate policy and regulatory treatment for carriers and facilitate deployment of advanced telecommunications services

Throughout the past decade, consistent with state and federal policy, the CPUC has provided the state's four largest incumbent local exchange carriers (ILECs) with greater regulatory flexibility to meet an increasingly competitive telecommunication market. Concurrently, the CPUC has enforced basic requirements of the ILECS for financial reporting and service quality. When the Commission adopted the New Regulatory Framework (NRF) mechanism in 1990, it established a process by which it would review ILEC operations triennially to detect and prevent deterioration of service that could occur as a result of cost-cutting. During 2004, the CPUC concluded its audit of Pacific Bell's operations and during 2003 the CPUC completed its analysis of Pacific Bell and Verizon's service quality results. In 2005, the CPUC will commence the last part of the current NRF review to consider and implement any necessary revisions to the existing framework.

Address pricing issues, terms and conditions for competitive use of the network.

Pursuant to federal requirements, the CPUC unbundled the local network elements (UNEs) that incumbent local carriers must provide to their competitors. After a comprehensive review of the costs of UNE's, the CPUC in September 2004 concluded its analysis and increased UNE pricing rates on an interim basis for Verizon, and on a permanent basis for Pacific Bell.

The CPUC also adjusted network performance measures and incentive mechanisms designed to foster more robust competition in the telecommunication industry. Specifically, in November 2004 the CPUC readjusted the penalty mechanism that was established to encourage Pacific Bell to provide competitors with fair access to their network. An overall review of this performance incentive will likely take place in 2005.

Facilitate the deployment of new information technologies and services vital to California's future.

In response to Senate Bill 1563, the CPUC is conducting a rulemaking proceeding into what California can do to promote the deployment of and access to advanced services (i.e. broadband technologies). As part of this proceeding, the CPUC has conducted surveys, public workshops, and independent research. The CPUC has found that California leads the nation in the number of deployed broadband lines and by share of the national broadband market. The CPUC will submit recommendations to the legislature in a report to be issued early in 2005 on how much more California can achieve with respect to the availability and use of broadband.

Introduction of new and innovative technologies in the telecommunication market also may require new approaches to public policy and reevaluating and implementing new regulations. A new technology, known as Voice Over Internet Protocol (VOIP), has made two-way voice communication over the Internet reasonable for mass deployment to customers. In 2004, federal and state regulators began focusing on what, if any, regulatory oversight there should be regarding VOIP.

Strengthen customer protection and empower consumers against fraud

Protecting customers against fraud is of utmost importance to the CPUC. The CPUC aggressively pursues violators and prosecutes them, and also cooperates with local district attorneys to achieve the highest level of consumer protection for Californians. The CPUC also applies penalties and places companies on probation, if necessary.

The CPUC adopted the Telecommunication Consumer Bill of Rights (BOR) in May 2004. The BOR empowers consumers with better information about service choices and better safeguards to avoid problems. Among other requirements, the BOR requires telecommunication carriers to provide their customers with clear and complete disclosure of terms and conditions of service; privacy of personal information; accurate and timely billing info; and opportunities for remedies if problems arise. In 2005, we will move forward with considering petitions for modification and implementation.

The CPUC receives numerous complaints from consumers about their telecommunication carriers and is committed to ensuring that each one is handled in an efficient and timely manner, despite resource constraints. To assist consumers in the ever more complex and diverse telecommunications market, the CPUC facilitates consumer awareness of telecommunication services and features in order to mitigate potential confusion when choosing among competing service providers. In 2004, the CPUC helped consumers by improving its website to provide consumers with information to more simply submit complaints and better understand telecommunication services and features, as well as consumer programs and rights.

The CPUC will continue its aggressive efforts to combat slamming (switching service providers without customer consent) and cramming (unauthorized, non-telephone charges on a customer's bill). Moreover, the CPUC is looking at both the wireline and wireless industries as they continue to change because of technology and consolidation. Our goal is to determine how the competitive pressures and other changes in the industry might result in fraudulent practices by some players and how we might prevent those practices from taking hold. While the CPUC has been able to address consumer abuses after the fact, we are more interested in preventing the problem in the first place. Understanding the pressures that the industry faces as well as the opportunities afforded by the consolidation in the market will assist us as we develop a "proactive" approach to consumer protection.

Maintain and improve access to high quality basic telecommunication services, at fair terms

In 2004 the CPUC approved funding of \$6.8 million for three telecommunication infrastructure grants to rural areas in California that are currently without telephone service. This effort was undertaken in response to Assembly Bill 140, which set forth a program through January 2008 to fund up to \$10 million annually to build telecommunication infrastructure to unserved service areas of the state. Specifically, the CPUC approved the following grants:

- \$2.5 million for wireline telecommunication service to the Yurok Tribe in Humboldt County;
- \$1.8 million for wireless connection required for wireline infrastructure to the community of Iowa Hills in Placer county; and
- \$2.5 million for wireless infrastructure throughout Trinity County.

In 2005, the CPUC expects to continue to award grants and sent out an announcement in December 2004 seeking proposals to establish telecommunication access to unserved service areas.

In response to an RFP, the CPUC awarded a contract to Richard Heath & Associates to provide marketing and outreach to residents likely to be eligible for the discounted Universal Lifeline Telephone Service (ULTS) rate. As of result of this effort, over 16,000 customers were found to be eligible for discounted ULTS, almost half of which did not have telephone service previously. For 2005, the Commission will be reviewing lifeline service eligibility rules to comply with federal rules and preserve federal subsidies.

During 2004, the CPUC transitioned the Deaf and Disabled Telecommunications Program (DDTP) into state administration. For 2005, the CPUC intends to continue to provide stable program administration and contract oversight of the DDTP operations, while seeking to clarify roles and responsibilities of the various parties involved in the DDTP structure.

The CPUC also administers programs to promote universal service. Two of these programs (California High Cost Funds A & B) provide subsidies to specific telecommunication carriers providing telephone service to higher cost areas of the state. A third program (California Teleconnect Fund) offers telephone service and equipment discounts to qualifying schools, libraries, hospitals and community-based organizations, while another program (Universal Lifeline Telephone Service) provides basic telephone service to low-income subscribers who may not be able to afford such service. In 2005, the Commission may be revising program rules to determine the appropriate subsidy level for carriers providing basic service in high cost areas. Besides administering these programs, the CPUC routinely audits carrier compliance with rules covering program claims and remittances. In 2004, the CPUC completed audit reports on 9 carriers and is in process of auditing other carriers.

Assure efficient carrier usage of telephone numbering resources to minimize unnecessary area code changes

The diminishing availability of new telephone numbers in existing area codes has been an issue of concern for the CPUC since the late 1990s when the number of area code codes in the state nearly doubled in just a few years. By becoming more actively involved in the oversight of the industry's use of telephone numbering resources and by promoting number conservation measures for carriers to employ, the CPUC has managed to avoid putting its consumers through unnecessary area code changes. In 2004, the CPUC implemented an area code split for the 909 area code, but determined that the 310 area code was not yet exhausted of number resources and did not need an area code change. In 2005, the CPUC will continue to oversee the efficient usage of telephone numbering resources.

In 2004, the CPUC also approved several requests to initiate 2-1-1 service. This is an abbreviated dialing code to be used by an authorized information and referral provider in a given area to provide social service information such as housing or food assistance and non-urgent health questions. To date, the CPUC has approved 2-1-1 service in 9 counties of the state and more requests are expected to be submitted in 2005.

Process carrier filings and certifications

The CPUC routinely processes advice letter filings submitted by over 1200 telecommunication carriers seeking to implement changes in service, rates, terms or conditions on an expedited basis. In 2004, the CPUC handled about 4000 advice letters. In addition, the CPUC requires these carriers to have a valid certificate of service on file and regularly processes certification changes and compliance requirements (e.g. financial reports, surcharge remittances). In 2004, the CPUC certificated 65 new carriers, while de-certificating about 300 others that terminated operations. For 2005, the CPUC expects to undertake increased efforts to identify non-compliant carriers and initiate enforcement actions against them.

WATER

The CPUC continues to ensure compliance with increasingly stringent water quality standards, infrastructure maintenance and improvement, and that rates remain fair and reasonable for the regulated water companies' customers, which constitute about 20% of California's water users. In 2005, the CPUC will address these priorities on a district-by-district basis in water company General Rate Cases throughout the year. The CPUC's five primary priorities for the water sector are to:

- Enforce water quality requirements;
- Proactively plan for water supply;
- Improve aging water infrastructure;
- Address affordability; and
- Manage increased audit and rate case workload.

Enforce water quality requirements

The CPUC works closely with the California Department of Health Services (DHS), the California Department of Water Resources, and its 141 regulated water utilities to ensure the safety of the drinking water that California's customers receive. In 2005, the CPUC will address Water Quality in individual General Rate Cases and as part of its Rate Case Plan Rulemaking. In the Rulemaking, the CPUC will consider what changes in CPUC rules and standards should be made and identify long-term and contemporaneous actions that water utilities should be required to take to best ensure the health and safety of utility customers and employees. The CPUC will continue to work with the utilities, Department of Health Services (DHS), and the DWR to develop safe and clean water resources, and identify sources of funding for water treatment to provide quality water to Californians.

The CPUC is also monitoring the utilities' source water quality and the physical conditions of the systems. The CPUC will study regulated water utility needs for water quality and infrastructure replacement. The CPUC will continue to be actively involved in assisting the utilities in obtaining Drinking Water State Revolving Fund loans and Proposition 50 loans and grants for water system upgrades to improve water quality.

Proactively plan for water supply

The costs associated with water availability and treatment is causing supplies in some areas of the state to become uneconomic, and the possibility of a drought always looms in California. The CPUC is identifying long-term supply options, like desalinization investments, additional ground water drilling, and surface water options such as storage of excess winter flows in groundwater aquifers. Although Californians use less water per capita than any other western state, the CPUC continues to support and encourage utility efforts in promoting water conservation.

Improve aging water infrastructure

The water infrastructure of California's regulated utilities is aging and, in many cases, needs immediate replacement to ensure reliable, safe water service. The capital investments necessary to upgrade water systems pose a challenge, especially for the smaller systems. This is especially true when added to the costs of higher contaminant testing and treatment standards. The CPUC assists utilities in identifying problems and developing solutions, including supporting economic mergers and sales of small water companies, to the extreme situation of petitioning Superior Court for a receivership to sell, or at least to ensure competent management of those systems whose operators have not or cannot operate them reliably and safely.

For the large water utilities, the CPUC is monitoring their vulnerability assessments and Drinking Water Infrastructure Needs Surveys to address specific future infrastructure replacements and improved security against threats to the systems.

Improve affordability

The CPUC is committed to ensuring that adequate supply of water at reasonable cost is available to every utility customer. However, with the rising cost of water, the ability of some customers to pay is a concern. The CPUC is attempting to ensure that customers who qualify as low-income receive assistance with bill payments and continue to receive service. In 2005, the Water Division will release a report on rate relief programs for low-income ratepayers, as provided in PU Code § 739.8, and will be considering low income related programs for water companies this year.

Manage increased audit and rate case workload

The CPUC will continue to inspect and audit the books and records of large and small water utilities in 2005. Per PU Code 314.5, the CPUC is required to audit water companies with over 1000 service connections at least once in every three years and the companies with fewer than 1000 customers every five years. The CPUC's priority is focusing on the utilities most in need of an audit from among the 132 small water systems and 53 districts of the nine larger systems the CPUC regulates.

PU Code § 455.2 (AB 2838 (Canciamilla) Ch. 1147, 2002) requires the Commission to schedule a General Rate Case (GRC) every three years for the nine Class A regulated water utilities (serving more than 10,000 service connections). Because these utilities consist of 53 ratemaking districts, the CPUC's water general rate case workload has increased from an average of eleven ratemaking districts per year (over the last five years) to over 17 districts per year, without additional staffing. Therefore, it has become increasingly important that the process for reviewing these filings is efficient and streamlined and maximizes the use of the CPUC's limited resources. In 2005, the CPUC will be completing the Rate Case Plan Rulemaking (R.03-09-005) to develop creative and responsible approaches to managing and ensuring timely processing of these general rate case filings.

TRANSPORTATION

The CPUC oversees the safety of rail transit systems, common carrier railroads, and over 11,000 public and 5,000 private highway-rail crossings. This includes safety inspections and accident investigations by specially trained and federally certified inspectors and engineering staff. The CPUC is also responsible for licensing and registering motor carriers of passengers and household goods and acts to prevent the unlawful business practices of these entities. The CPUC's primary role in fulfilling its transportation responsibilities is to:

- Improve rail crossing safety through engineering, education and enforcement;
- Inspect railroads for compliance with and enforcement of state and federal railroad safety regulations;
- Investigate rail accidents and safety-related complaints;
- Recommend improved safety requirements to the CPUC or federal government; and
- Improve consumer protection through effective and efficient enforcement of motor carriers.

Improve rail crossing and railroad safety through engineering, education and enforcement of rail safety laws

Over one-third of all rail-related fatalities in California occur at at-grade crossings where the railroad and roadway intersect. The CPUC supports additional rail service, and is working to reduce rail crossing hazards, exploring ways to improve safety of existing and proposed rail crossings in the state. The CPUC's goal is to be more proactive in order to prevent accidents from occurring. To accomplish this, the CPUC focuses on root causes and other factors that contribute to rail accidents. The CPUC is in the process of improving its method of analysis for identifying dangerous crossings and allocating funding for safety improvements. In 2005, the CPUC will identify and prioritize the most dangerous rail crossings in need of urgent improvement and set out to address these crossing hazards through federal and state funding programs.

In 2005, the CPUC will incorporate two new pieces of data into its analysis of rail safety: (1) "near-miss" accident data and; (2) draft Environmental Impact Reports from the State Clearinghouse. The CPUC will work with local authorities to ensure that rail crossing safety issues are considered when approving residential or industrial developments that impact a particular rail crossing. The rising number of trespasser fatalities (pedestrians illegally walking on railroad rights-of-way at other than designated crossings), which comprise 65% of rail-related fatalities, is also a key challenge for the CPUC. The CPUC is an active participant in the Operation Lifesaver Program, a national community outreach program that focuses on the three "E"s of railroad safety: Education, Engineering, and Enforcement, as well as interaction with local law enforcement agencies and the Federal Railroad Administration (FRA) on crossing safety and trespasser prevention.

Inspect railroads for compliance with, and enforcement of, state and federal railroad safety regulations

Though the CPUC will not be able to meet its legislative mandate to conduct railroad safety inspections¹⁶ in 2005 due to lack of staffing resulting from attrition, budget cuts and hiring freezes, the CPUC plans to inspect and perform major operational testing on Union Pacific Railroad Company (UPRR), Burlington Northern and Santa Fe Railway Company (BNSF), Southern California Regional Rail Authority and the Peninsula Commute Service (operators of Metrolink and CalTrain commuter trains), as well as numerous short-line operators. In addition, the CPUC is reviewing rail crossing proposals involving seven new light-rail systems (scheduled to open in 2005 or later) to ensure that potential hazards are eliminated prior to construction.

Investigate rail accidents and safety-related complaints

The CPUC investigates accidents to identify the root causes and significant contributing factors, initiates enforcement action when non-compliance with state and federal railroad safety regulations is determined, and makes recommendations to improve safety and prevent future accidents. The leading cause of rail accidents is human error due primarily to employee fatigue. In 2005, the CPUC will concentrate its safety oversight efforts to ensure that the railroads in California make safety a priority. In addition, the CPUC will collaborate with the FRA to conduct focused and targeted inspections based on accident trends.

Enhance the safety of light rail public transportation

The CPUC is the designated state oversight agency charged with regulatory authority over all public rail transit operations and works cooperatively with the Federal Transit Administration and the publicly owned rail transit agencies to protect the public. The focus of the CPUC's oversight of rail transit safety is preventing incidents rather than merely reacting to them. Therefore significant resources are dedicated to ensuring all transit system extensions follow a safety certification process that builds safety into the system. The CPUC also performs safety audits to ensure transit agencies are following a system safety approach in their daily operations.

In 2005, the CPUC anticipates the completion of the safety certification process and the start of operations on the Sacramento Regional Transit District Folsom extension, the San Diego Trolley Inc. Mission Valley East extension, the San Francisco Municipal Railway Third Street extension, and the Santa Clara Valley Transportation Authority's Vasona extension. In addition, the CPUC will perform safety audits of the Sacramento Regional Transit District and the San Francisco Municipal Railway.

¹⁶ “(a)...the safety division shall ...enforce laws relating to employee or environmental safety pollution prevention or public health and safety. (b) The Commission shall employ sufficient inspectors to ensure...railroad locomotives and equipment and facilities...are inspected not less than every 180 days, and all main and branch line tracks are inspected not less than every 12 months.” California Public Utility Code 309.7.

Improve consumer protection through effective and efficient enforcement of motor carriers

In 2005, the CPUC continues to work to develop a streamlined passenger and household goods common carrier licensing process by modernizing its database to accommodate future online processing of license applications. The new system should be in place no later than mid-2005. This effort and investment will shorten the process time for what are often small business owners and ease the burden on third parties that must submit verification in support of a license, and will expedite the CPUC's verification that carriers comply with safety and driver screening requirements.

Still, hundreds of household goods movers operate in California illegally or unlicensed or charge customers unauthorized fees. The CPUC receives numerous complaints against household goods movers. In 2004, the CPUC increased its enforcement effort consistent with the requirements of AB 845 and *People v. Pacific Bell* to protect consumers against illegal activities and stop consumer fraud. This effort will continue in 2005. In addition, the CPUC is reviewing its enforcement tools and approach with the goal of providing better service to consumers at the lowest cost possible to the industry. The CPUC will continue to work with other agencies as we continue to address industry violations. In 2005, the CPUC will continue its effort with the California Attorney General, Los Angeles City Attorney and City Attorneys and District Attorneys throughout California. It will also work with the Employment Task Force to identify movers who fail to comply with securing workers' compensation or pay proper employment taxes for their employees. At the same time, the CPUC will continue to monitor companies who were found to have violated our rules in the past. In addition, the CPUC will act on decisions to ensure violators pay the penalties due to the state, and comply with our regulations.

COMMISSION-WIDE INITIATIVES

The CPUC is also engaged in efforts of broad interest that are not specific to the industries the agency oversees. In 2005, Commission-wide initiatives include efforts to:

- Take action to address climate change;
- Expand the utility supplier diversity program and examine employment diversity;
- Continue to improve communication with consumers including limited English proficient communities, seniors, and low-income customers;
- Keep local government informed; and
- Provide timely assistance to consumers by resolving their utility billing and service complaints.

Climate Change

The issue of climate change and greenhouse gas emissions is one that the CPUC intends to address in 2005. In 2004, the CPUC became a member of the California Climate Action Registry (the Registry) and is currently going through the process of identifying and tracking its emissions sources.

The CPUC recognizes that climate change is an issue that all California business should be aware of and should address as responsible participants in our economy. To this end, the energy utilities have also become participants in the Registry.

In February, the CPUC will hold a public meeting with all its regulated utilities on the issue of climate change. The purpose of this meeting will be to move “beyond energy procurement” and begin to identify best practices for all CPUC regulated companies. Opportunities to reduce greenhouse gas emissions related to business operations include fleet vehicle efficiency, building efficiencies, and overall reduction of energy consumption.

Improving diversity

The Utility Supplier Diversity Program’s purpose is to increase procurement opportunities between the utilities and women-, minority-, and disabled-veteran owned firms. Increasing the number of potential suppliers and enhancing competition for utility contracts results in decreased costs to ratepayers. In 2003, utilities subject to General Order 156 reported procurement of over \$1.3 billion from women-, minority-, and disabled veteran-owned businesses, which represents 18.7% of total utility procurement. The utilities’ 2004 procurement activity will be submitted to the Commission in March 2005. For 2005, staff efforts will focus on further development of and implementation of uniform reporting categories for utilities to include in their annual reports to the CPUC. Uniform reporting provides the CPUC an ability to evaluate each utility’s achievement on a standardized basis, and identify procurement categories that offer greater opportunities to women, minority, and disabled veteran businesses. More utilities are participating in the supplier diversity program. Many cellular telephone utilities submitted their first annual reports to the CPUC in 2004. In 2005, the CPUC expects the major water utilities to submit their first annual reports. The CPUC staff will work with these utilities to develop their programs, and will identify utilities that meet the program’s revenue threshold for mandatory participation.

The Commission held its second public hearing in October 2004 regarding the supplier diversity program and other diversity related issues. Representatives from industry, government, and other interested parties attended the event. Additional hearings on key supplier diversity issues are planned for 2005.

The California Utilities Diversity Council (CUDC) has recently been formed as a direct result of a 2003 public hearing. The purpose of CUDC is to act as a forum, and provide input on issues related to utility diversity such as governance, procurement, employment, customer service, banking, and philanthropy. Members of the Council include recognized leaders from the business community, consumer groups, multi-language interests, education, labor, and the utilities. On December 16, 2004, the CUDC submitted its first annual report to the Commission summarizing its accomplishments in 2004 and its plan for 2005.

Improving communication with limited English proficient communities, seniors, and low-income customers

Progress was made in 2004 on the CPUC's goal of improving communication and services to limited English proficient communities. The CPUC's bilingual service coordinator, working closely with the State Personnel Board (SPB), completed the biennial Dymally-Alatorre agency survey. The CPUC will set specific improvement goals, based on SPB's analysis of the survey results. Use of CPUC certified bilingual staff to interview customers in a 2004 telecommunications enforcement case was highly successful and will lead to more inter-divisional cooperation in 2005 as the CPUC continues to target fraudulent marketing to limited English proficient, seniors, and low income customers. The agency will also increase the amount and variety of customer advisory information available in non-English languages, not only Spanish and Chinese, but in other languages as well.

In 2005, the agency plans to expand its outreach to all consumers in the state with particular emphasis on "hard to reach" communities by continuing to work with community based organizations, foundations, consumer action groups and other agencies. The primary outreach goal is to ensure that these communities are aware of the utility services and programs that the CPUC oversees as well as directly provides to the public. A high priority is to increase the use of demographic data in order to target efforts effectively. Dialogue and discussion between senior management, Commissioners and the Executive Director on the one hand and various key consumer and business organizations on the other hand will be initiated so that key consumer issues and problems can be identified and resolved quickly and fairly.

CPUC's Consumer Affairs Branch (CAB) now has five Spanish-speaking and one Mandarin/Cantonese-speaking customer service representatives to answer the CPUC's toll free complaint line promptly in Spanish and Chinese. CAB will continue to emphasize the need to hire consumer service representatives who have bilingual skills in addition to other communication skills.

Keep local government informed

In 2004, the Commission's Public Advisor's Office (PAO) launched the Local Government electronic newsletter, a monthly summary of proceedings and issues directly affecting local governmental agencies. Now circulating to nearly 2,000 agencies, utilities and interested parties, the "e-letter" will continue to grow in 2005 and may expand its circulation to State government as well. PAO staff will distribute a survey to "e-newsletter" recipients, in order to identify other information needs, and to explore ways the newsletter can be improved.

Provide timely assistance to consumers

The CPUC's CAB assists consumers with resolution of their complaints regarding utility billing and service problems. Despite being severely impacted by staffing and budgetary constraints, the CPUC is assessing how it can more efficiently and effectively assist consumers with timely resolution of their complaints. CAB has recently been re-organized to create more efficient complaint intake and processing. In 2005, the focus

will turn to assuring consumer service quality and improved coordination with other divisions to identify and address consumer issues.

How Do Consumers Resolve a Complaint or Get Involved in a CPUC Proceeding?

The CPUC reviews and monitors utility practices and consumer complaints, and opens investigations as necessary and appropriate. The Consumer Affairs Branch receives informal complaints, and informally resolves disputes between customers and utilities. Customers with unresolved questions about telephone, gas, water or electric utility service or bills should contact the CPUC Consumer Affairs office at:

CPUC Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102
800-649-7570
www.cpuc.ca.gov

The Public Advisor's Office assists consumers by explaining how to file a formal complaint, how to use CPUC procedures, and how to participate in CPUC proceedings. The Public Advisor's Office also coordinates Public Participation Hearings on selected CPUC proceedings around the state, and receives, circulates within the CPUC, tabulates and responds to public comments on various proceedings.

CPUC Public Advisor
505 Van Ness Avenue, Room 2103
San Francisco, CA 94102
1-866-849-8390
public.advisor@cpuc.ca.gov

CPUC Public Advisor
320 W. 4th Street, Suite 500
Los Angeles, CA 90013
1-866-849-8391
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THE GUIDE TO PUBLIC PARTICIPATION explains how consumers may participate in the CPUC's formal proceedings and is available from the CPUC Public Advisor's Office, or on-line at www.cpuc.ca.gov.

How the CPUC is Addressing Its Priorities and Objectives

The attached list of proceedings provides a brief description of some of the major formal proceedings before the CPUC. These proceedings are being highlighted from the 600 active cases the CPUC is processing because they raise issues of broad consumer interest or impact. The proceeding number necessary for quickly obtaining additional information about the case is noted, along with the lead Commissioner responsible for shepherding the case forward to resolution. For those cases expected, but not yet formally filed, less detail is included. Some of the cases listed in the Appendix will be reassigned to the new Commissioners.

See attached the "CPUC Major Proceedings" document.

